

**ABSTRACT**

A platform-independent methods and systems for remotely accessing network nodes and for remotely managing system exceptions within such nodes. The system components may include a plurality of client terminals coupled to a Java applet or application sent with a web page, a network server, and at least one communications network having a plurality of nodes. In different possible embodiments of the present invention, the methods and systems may be utilized to perform one or more of the following tasks: (1) provide real-time exception status information; (2) allow for real-time exception management; (3) prioritize exception events; (4) suggest or initiate commands to correct an exception; (5) provide detailed reports; (6) provide integration with external systems; (7) provide integration with other internal systems; (8) utilize internally maintained data; (9) utilize web-based technology; and/or (10) allow for real-time system modifications.

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T0091-184564  
WINLIB01:815011.01